

Checking Failure Logs for VPN and Dial-up using Cisco ACS

Follow the procedure below to determine why a user login may be failing when attempting to log into VPN or Dial-up. This procedure can also be helpful if authentications are failing for wireless users.

Open Internet Explorer and type one of the following into the Address Bar:

<http://10.19.1.32:2002>

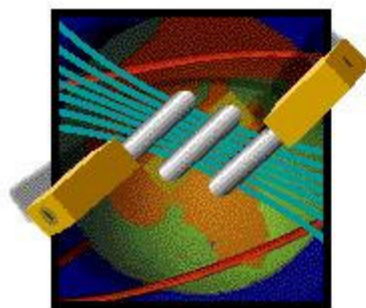
<http://10.19.1.31:2002>

Generally, the top option is best for VPN and Dial-up and the bottom option is best for wireless, but if the user is not found in one system, you should always try the other system.

The following screen will be presented to you for login. Use these credentials to log into the system:

Username: helpdesk

Password: ics4357



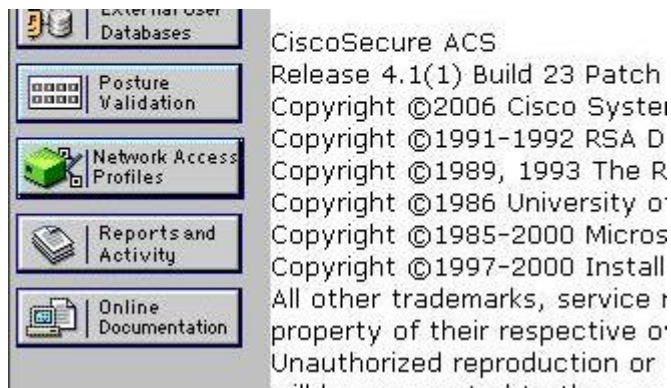
Enter a username and password then click the "Login" button.

Username

Password

Login

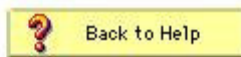
Click on the Reports and Activity button on the right side of the screen.



Click on Failed Attempts on the ride hand side of the screen.

Reports

-  [TACACS+ Accounting](#)
-  [TACACS+ Administration](#)
-  [RADIUS Accounting](#)
-  [VoIP Accounting](#)
-  [Passed Authentications](#)
-  [Failed Attempts](#)
-  [Logged-in Users](#)
-  [Disabled Accounts](#)
-  [ACS Backup And Restore](#)
-  [RDBMS Synchronization](#)
-  [Database Replication](#)
-  [Administration Audit](#)
-  [User Password Changes](#)
-  [ACS Service Monitoring](#)
-  [Entitlement Reports](#)



You can view the failed attempts by clicking on one of the log files. The log file that is not dated is the current day's log file.

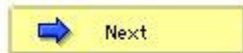
- [Failed Attempts active.csv](#)
- [Failed Attempts 2008-02-02\(08-50-32\).csv](#)
- [Failed Attempts 2008-02-02\(00-00-06\).csv](#)
- [Failed Attempts 2008-02-01.csv](#)
- [Failed Attempts 2008-01-31.csv](#)
- [Failed Attempts 2008-01-30.csv](#)

This will return all the failed attempts for the day. You may filter the log by typing a value into the Regular Expression field and hitting Apply Filter.

Failed Attempts active.csv  [Refresh](#)  [Download](#)

Regular Expression Start Date & Time

Filtering is not applied.



Date ↓	Time	Message-Type	User-Name	Authen-Failure-Code	Group-Name	
02/03/2008	15:44:57	Authen failed	0016b69ac1ba	Internal error	Default Group	0 4
02/03/2008	15:44:34	Authen failed	0012f0d0095c	Internal error	Default Group	0 4
02/03/2008	15:44:34	Authen failed	0013ce2e30e5	Internal error	Default Group	0 4
02/03/2008	15:44:27	Authen failed	0014a540181a	Internal error	Default Group	0 4



This will return the log entry you are interested in. You will be able to see why the login failed in the Authen-Failure-Code field.

Failed Attempts active.csv  [Refresh](#)  [Download](#)

Regular Expression Start Date & Time End Date

Results for expression **jstipe**

Date ↓	Time	Message-Type	User-Name	Authen-Failure-Code	Group-Name	Caller-ID	Network Access Profile Name	Auth Failure Code
02/03/2008	15:39:24	Authen failed	jstipe	External DB user invalid or bad password	NTS	75.30.85.157	(Default)	..

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To log off the system, you may click the Cisco Systems icon at any time to display the Log Off button.

